Haresh Balasubramanian

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CORE COMPETENCIES

- Requirement Analysis and Design Definition.

- Business Analysis Planning and Monitoring.

- Requirement Life Cycle Management in Business Analysis.

- Solution Evaluation.

- BA Strategy Analysis.

- SWOT Analysis.

TECHNICAL SKILLS

- Modeling Tools: - MS Visio, Jira.
- Prototyping tools: - Balsamiq.
- Documentation Tool: - MS OFFICE.
- Reporting Tool: - Power BI, Tableau.
- Database Tool: - SQL.

OBJECTIVE: - Overall experience of 7+ years, with 3+ years relevant to Business Analyst experience looking for challenging position in contributing to my experience towards the achievement of organizational and individual goals.

PROFILE SUMMARY:

- Experience in translating complex Business tools clear and concise **BRD/FRD** documents.
- Strong liaison experience among different stakeholder regarding development of software functionality across SDLC.
- Hands on experience in modeling requirements using **UML** diagrams and derived the test cases from test cases and facilitating **UAT.**
- Demonstrated ability to collaborate with stakeholders, gathering requirements, manage complex data and documenting, and drive continuous improvement using agile methodologies to enhance project delivery, optimize workflow, and adapt to evolving requirements.
- Expertise in designing Prototype using **AXURE** and **BALSAMIQ.**

WORK EXPERIENCE:

COMPANY NAME: Amazon Development Centre - Bangalore   June 2021 to May 2024
DESIGNATION   : Product Compliance Associate

- As a Business Analyst for automation projects - Collaborated with stakeholders to gather and document detailed business requirements for the automation, ensuring alignment with compliance objectives.
- Associated in requirement gathering, process improvement, Scalability and sprint review calls and presented EPIC monthly reviews which involved stakeholders across various functions.
- Spearheaded the Requirement gathering, design and development part of BRD, SRS, process flow DOCS.
- Translated complex requirements into actionable user stories and acceptance criteria, guiding development teams in delivering effective automation solutions.
- Facilitated the adoption of agile methodologies and scrum practices within the team, including organizing and participating in daily stand-ups, sprint planning, and retrospectives. Successfully managed sprint backlogs, prioritized user stories, and ensured timely delivery of automation features, contributing to efficient project execution.
- Review and monitor assigned Seller appeals and Escalation SIMs – Product Safety

PROJECT 1   : RISC Assistant

DESCRIPTION : RISC Ops and ROI working is launching sunset model working with SWAT. Through this sunset model, RISC Ops identify all third-party scripts and extensions that pose security risks. For identified scripts, RISC tech governance will implement a sun setting road map to migrate these scripts to compliant platform and deprecate the old ones.

ROLES AND RESPONSIBILITIES:

- Followed agile methodology in this project.
- Involved in requirement gathering, identifying stakeholder, risk analysis, mitigation, and conducted retrospective meetings towards the end of each sprint.
- Facilitated Scrum Team on regular basis with respect to the Product Owner and Stakeholder in addressing the requirements.
- Played role in generating User Stories and added Acceptance criteria using **JIRA** Tool.
- Involved in **Product Grooming** meeting to prioritize the **Product Backlog**.
- Responsible for creating and maintaining any necessary documentation, such as requirement specifications and change logs.

- Involved in designing fall back mechanism and followed up with developers regularly to track progress.

PROJECT 2 **:** Broadcaster.

DESCRIPTION : The **Broadcaster** project aims to develop a streamlined system for automating the creation of monthly scorecards and tracking quality metrics across multiple teams. By eliminating the manual processes currently used, the project seeks to enhance data accuracy, reduce errors, and improve efficiency in generating timely and reliable reports. This initiative ensures scalability, facilitates performance monitoring, and provides managerial insights, ultimately boosting stakeholder satisfaction.

ROLES AND RESPONSIBILITIES:
- As a Business Analyst Conducted workshops, interviews, and meetings with stakeholders to understand and document the project's requirements.
- Created detailed Business Requirements Document (BRD) capturing all functional and non-functional requirements.
- Responsible for the Requirement Analysis on the gathered requirement as well as validated and prioritized using **MOSCOW** and **FURPS** techniques and sorted the requirement.
- Created **UML** diagrams that describe the requirements visually, such as Use Case, Activity and Sequence Diagrams.
- Hands on experience in stakeholder analysis and deriving the **RACI** Matrix.
- Created the maintained the **RTM** throughout the process.
- Managing the Project through status meetings, weekly reports, identifying risks and tracking issues.
- Participate in User Acceptance Testing (UAT) to ensure the solution meets the business needs.

COMPANY NAME: **Concentrix** – Bangalore   July 2019 to June 2021

DESIGNATION   **:** Technical Support Advisor

RESPONSIBILITIES:
- Process: Adobe - Line of Business: Small Business Support and Adobe Acrobat DC.
- Retained existing clients and developed new accounts by extending high quality and efficient support service.
- Helped streamline repair processes and update procedures for support action consistency.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Effectively delivered substantial and results by assisting the team assigned to reach quality metrics.

DECLARATION:

I hereby declare that the information furnished above is true to the best of my Knowledge.

E D U C A T I O N

- B.E Computer Science: May 2017 from Dr. Mahalingam College of Engineering and Technology

C E R T I F I C A T I O N

- **IIBA** - International Institute of Business Analysis (EEP)

Linkedin

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